

03.05.02

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Attorney Docket No. 01-4005

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Box Patent Application  
Assistant Commissioner for Patents  
Washington, D. C. 20231

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of:

Inventor(s): Patrick Peterson  
Michael Roberts

**WARNING:** Patent must be applied for in the name(s) of all of the actual inventor(s). 37 CFR 1.41(a) and 1.53(b).

For (title): **SYSTEM AND METHOD FOR OBSERVING CALLS TO A CALL CENTER**

Certification Under 37 CFR 1.10

I hereby certify that this New Application Transmittal and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date 3/4/02 in an envelope as "Express Mail Post Office to Addressee" mailing label Number EL029404324US addressed to the: Assistant Commissioner for Patents, Washington, D.C. 20231.

Mary E. Anza  
(typed or printed name of person mailing paper)

*Mary E Anza*  
(Signature of person mailing paper)

**NOTE:** Each paper or fee referred to as enclosed herein has the number of the "Express Mail" mailing label placed thereon prior to mailing. 37 CFR 1.10(b).

**Warning:** Certificate of mailing (first class) or facsimile transmission procedures of 37CFR1.8 cannot be used to obtain a date of mailing or transmission for this correspondence.

**PATENT**

Enclosed are:

- [ 96 ] pages of specification & cover sheet
- [ 12 ] pages of claims
- [ 1 ] pages of abstract
- [ 43 ] sheets of formal drawings
- [ 1 ] request & certification under 35 USC 122(b)(2)(B)(i)
- [ 2 ] pages of declaration and power of attorney
- [ 2 ] pages of assignment and assignment recordation form ✓
- [ 2 ] pages of information disclosure statement
- [ 1 ] pages of form 1449
- [ 6 ] references
- [ 1 ] return postcard

**CLAIMS AS FILED**

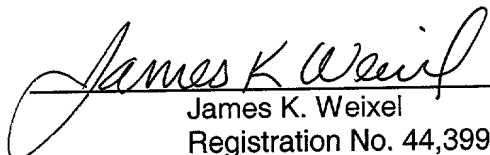
	NUMBER FILED	NUMBER EXTRA	RATE	BASIC FEE \$740.00
TOTAL CLAIMS	30 - 20	10 x	\$18.00	180.00
INDEPENDENT CLAIMS	12 - 3	9 x	\$84.00	756.00
MULTIPLE DEPENDENT CLAIMS(S).....ADD			\$280.00	0.00
TOTAL FILING FEE				\$1676.00

**Warning:** Do not use this transmittal for a completion in the U.S. of an International Application under 35 U.S.C. 371(c)(4) unless the International Application is being filed as a divisional, continuation or a continuation-in-part application.

[x] Please charge my Deposit Account No. 07-2339 in the amount of **\$1676.00.**

[x] The Commissioner is hereby authorized to charge any additional fees under 37 CFR 1.16 and 1.17 which may be required by the papers submitted herewith or credit any overpayment to Account No. 07-2339.

**This transmittal letter is submitted in duplicate.**

  
James K. Weixel  
Registration No. 44,399  
Attorney for Applicant(s)

Verizon Services Group  
600 Hidden Ridge, HQE03H01  
Irving, TX 75038  
Phone: (781) 466-2220  
Fax: (781) 466-4021

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Practitioner's Docket No. 01-4005

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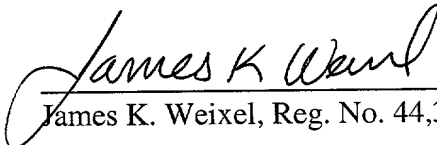
Inventor(s): Patrick Peterson et al.

For (title): SYSTEM AND METHOD FOR OBSERVING CALLS TO A CALL  
CENTER

REQUEST AND CERTIFICATION UNDER  
35 U.S.C. 122(b)(2)(B)(i)

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

Date: 2/21/2002

  
James K. Weixel, Reg. No. 44,399

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**

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